

**IT10****Cell Phones**

Classification:	Information Technology
Responsible Authority:	Chief Digital Officer
Executive Sponsor:	Vice President, Finance and Administration
Approval Authority:	Algonquin College Executive Team
Date First Approved:	April 13, 2022
Date Last Reviewed:	February 29, 2024
Mandatory Review Date:	March 01, 2029

**PURPOSE**

To establish the standardization for provision and usage of College-issued cell phones and centralized management and administration of cell phone-related equipment and services.

**SCOPE**

- All College employees, including but not limited to, permanent employees, temporary employees and other than full-time employees.
- Contractors, AC Online facilitators

**DEFINITIONS**

<b>Word/Term</b>	<b>Definition</b>
Cell Phone(s)	Wireless telephone provided by the College that may have additional functionality including text messaging and internet access and includes devices commonly referenced as smart phones.
College Administrator	<p>A College Administrator is an administrative employee appointed to a position that gives them authority to review and approve financial and/or human resources related transactions.</p> <p>College Administrator are categorized as follows:</p> <p>Category 1 College Administrators: The President and Chief Executive Officer, Senior Vice President and Vice Presidents</p> <p>Category 2(A) College Administrators: Associate Vice Presidents, Chief Financial Officer, Chief Digital Officer, Executive Directors</p> <p>Category 2(B) College Administrators: Deans and Directors</p>

Category 3: College Administrators, Academic Chairs, Associate Chairs, and Associate Directors, Senior Managers and Managers

College Administrators exclude Administrative Employees without a management title and without people reporting to them.

Mobile Device Management

A software platform that allows IT departments to centrally manage mobile devices. Functionality includes, but is not limited to, securing, configuring, and deploying applications to institutionally managed cellphones.

Porting

Porting is the process of moving a phone number from a private Cell Phone to one owned by the College or vice-versa.

User

Anyone who creates, stores, uses, shares, archives or destroys information or uses IT systems

## **POLICY**

The Information Technology Services (ITS) department will, at its discretion and in accordance with this policy, provide eligible (as identified using the Cell Phone Application Form in the Related Materials section) employees (and contractors who are explicitly required to access or exchange secure confidential information), with a cell phone and telecom carrier services, at the College's expense, for the primary purpose of conducting College business. A cell phone and phone number that are paid for by the College are the property of the College and the individual user is responsible for ensuring the appropriate use of the cell phone, as well as the security, safe keeping, and return of the cell phone as outlined in this policy.

The College will provide a cell phone for employees deemed eligible for College-related business purposes. A cell phone may only be obtained from ITS, who will source the cell phones from College-approved providers under established purchasing policies and procedures.

## **RESPONSIBILITY**

All cell phones and accessories are College property and must be used only for College-related business purposes. Cell phones and accessories must be returned to ITS at the end of employment, contract expiration, or when hardware is upgraded, as determined by ITS, unless otherwise requested.

Upon the provisioning of a new cellphone to an end user, ITS will enroll the device to the College's mobile device management (MDM) platform. The cell phone will be considered "managed" at that point which will also be indicated within the general settings of the device as a management profile. The configurations enforced on the device will align with the cyber security requirements set forth by the College's cyber security policies. The configurations will ensure that any private, personal, or sensitive information pertaining to the College or cell phone user assigned to the device is secured. For a list of security configurations enforced on the cell

phone by the MDM, please refer to the Mobile Phone Security Safeguards guidelines (see link in 'Related Materials' below).

The MDM platform will not be configured in a way to monitor user activity, whether it be person or business, on the cellphone.

### **GENERAL CELL PHONE USE**

College cell phones may not be used in the conduct of illegal activities or in a manner that is contrary to appropriate employee conduct. Breach of policy and how the College will address violations are outlined in policy HR18 Employee Code of Conduct.

The cell phone user is responsible for the security of the cell phone. All College cell phones must always be protected with appropriate security safeguards following the IT-01 Policy and Mobile Phone Security Safeguards guidelines (see link in 'Related Materials' below) issued by the Information Security and Privacy Department within ITS. Information stored on College cell phones may be subject to FIPPA and PIPEDA applications.

ITS technicians will ensure that all newly issued cell phones are configured following the guidelines that are published and provided to all new cell phone holders at time of issue. Failing to maintain these pre-set configurations may result in the suspension of cell phone rights for the user. If the cell phone is lost or stolen, the user must immediately contact the ITS Service Desk at 5555@algonquincollege.com to arrange for cell phone deactivation. Users may be held responsible for any unauthorized costs incurred due to a lost or stolen cell phone if notification is not made as soon as the user realizes the phone is missing. The cost centre manager will notify ITS to assess the need for a replacement. Replacement phones may or may not be a new device and will be dependent upon the current inventory of existing college-owned phones.

Due to the cost of cell phones and the goal of cost containment, the following terms will be adhered to:

1. All cell phone requests must be accompanied with an approved Cell Phone Application Form (reference the Related Materials section). If both the Dean/Director and the Associate Director of IT Operations approves the application, the request will be fulfilled.
2. Decisions to renew cell phone hardware will be made by the Associate Director, IT Operations in accordance with IT-06 Deployment and Computing Devices guidelines.
3. Cell phones with broken screens or defective batteries will be repaired by ITS technicians and any subsequent hardware or repair charges issued to the cost centre of the department the user resides in.
4. All cell phones that become surplus (because of staff turnover, upgraded cell phones etc.) must be returned to ITS in a timely manner. These cell phones will be returned to inventory for redeployment. Employees must factory reset their assigned corporate cell phone if requested.
5. Cell phones that have been returned due to staff turnover will be redeployed at the sole discretion of ITS.
6. Should the cell phone user be absent from work for a period of 60 calendar days or longer, the cell phone must be returned to the College for the duration of the leave to be redeployed to the employee's interim replacement, or its services suspended until the

employee has returned to regular duties. Cell phone service will be suspended after 30 calendar days of absence from work.

7. Service plans and repaired cell phones will be redeployed at the sole discretion of ITS.
8. In some cases, ITS may decide to replace the phone instead of repairing it. The replacement may be a with a new phone or an existing phone from inventory. The Manager of Endpoint Services is accountable for making this decision.
9. The models established as the College standard will be determined by ITS, and approved by the College Technology Committee (CTC) and will be adjusted from time to time as new models are released. For cost control, the model chosen will normally be one or more versions behind the most current model available on the retail market.
10. The cell phone, subscriber identity module (SIM) card and assigned phone number remain the property of the College.
11. Porting of numbers either in or out is permitted at the discretion of the Associate Director, IT Operations within ITS.
12. Unless approval is provided in advanced by the direct supervisor, incremental costs incurred for a College issued cell phones when used for non-college related or required activities (such as during an out of country personal vacation) are to be remunerated by the employee once the cost are known. The employee is responsible for investigating and reimbursing incremental costs.
13. The College requires a protective case to be used with all cell phones. The cost associated with the purchase of the case will be remunerated by the requesting department and should not exceed the need of basic protection.

### **Eligibility Criteria**

The following criteria are provided to assist ITS with the authority to grant approval when determining an employee or contractor's eligibility for a college-issued cell phone for the purposes of carrying out College-related business. While not all the criteria must be met, the College people leader assessing the need for a cell phone must use prudent and sound judgment while considering the following points:

- The employee has frequent job-related travel (30% or more).
- The employee is involved in institutional, time – sensitive decision making that includes making critical decisions with widespread impact for the College.
- The employee is a key staff member needed in the event of an emergency.
- The employee needs to regularly communicate with other College employees or conduct College business while the employee is away from Campus.
- The employee supports or is responsible for programs, services or systems that necessitate frequent and immediate communication throughout the day or after-hours.
- The employee is required to be available for on-call service

### **RELATED POLICIES**

AD26 Delegation of Approval Authority  
 HR18 Employee Code of Conduct  
 HR22 Respectful Workplace

## RELATED MATERIALS

[Cell Phone Application Form](#)

[Algonquin College Mobile Phone Security Safeguards](#)

[Purchasing Policies and Procedures Manual](#)

[Accessibility for Ontarians with Disabilities Act, 2005](#)